



## Pay Taxes Online



[Click here to visit our online payment site provided by Forte](#) [1]

### Pay by automated Telephone: 1-877-313-3678

#### When you pay Electronically

Whether paying online, by phone or in our office, a convenience fee is assessed for your credit card, debit card, or electronic check payment. This fee is paid to Forte Payment Systems, not to Henderson County. The amount of the fee and the total amount to be charged will be disclosed to you prior to you providing your credit card information. You will have the option to cancel the transaction prior to any charge being processed. If you elect to continue, your credit card statement will show two charges, one charge for the tax, the other for the convenience fee. Payments made online and through our automated phone system may take up to 3 business days to reflect online. You will always be credited for payment on the date you make payment.

#### Convenience Fee Schedule

The following fee schedule applies to payments made online, through our automated telephone system, and also those made in our office.

Service Type	Fee Amount
eCheck	\$1.50 flat fee
Visa Consumer Debit Only	\$3.95 flat fee
All other Credit/Debit	2.4% of payment total, \$1.50 minimum fee

\* Remember: Cash, Check, and Money Orders are always accepted on timely payments in our office with no additional fees.

#### How does the system work?

[Online: Click here to access our online payment system](#) [1]

Begin by searching for **only one** of the following:

- Name - Best results using primary owner name
- Bill number - Drop the leading zeros on the bill number located in the upper left-hand corner



of your tax bill

- Parcel number - All Real Property has an assigned six to eight digit parcel number located on your bill

Add one or multiple bills to the shopping cart to allow a single transaction for multiple tax bills. Partial payments may be made by clicking edit on the payment amount in your cart. The amount you owe will be displayed. Depending on your bill, you may be given the option to pay only a portion of the total amount due. Once you enter or accept the payment amount, the system will calculate the convenience fee and display it. The total payment amount, including the fee, must be approved before the system will continue. Once you have completed your payment, a confirmation receipt will be available for you to print.

### **Automated Telephone System: 1-877-313-3678**

You must have your bill number available - Drop the leading zeros on the bill number located in the upper left-hand corner of your tax bill. Follow the voice prompts to pay by Credit Card, Debit Card, or eCheck. The automated telephone system is only able to process one bill per transaction. The amount you owe will be announced. Depending on your bill, you may be given the option to pay only a portion of the total amount due. Once you enter or accept the payment amount, the system will calculate the convenience fee and announce it. The total payment amount, including the fee, must be approved before the system will continue. Once you have completed your payment, a confirmation number will be given.

### **Safe and Secure**

Forte Payment Systems is PCI Certified Level 1 service provider. Payment over the Internet or phone is convenient, safe, and secure.